


28 JAN 1986

ILLEGIBTE FOR: Chief, PD/OL
Chief, RECD/OL


STAT

FROM: 
Chief, IMSS/OL

SUBJECT: Image Objectives

REFERENCE: Mtpl Adse Note fm DD/L dtd 12 Nov 85, same subject

STAT

1. Attached is a copy of referent note from 
suggesting that you institute a formal quality control vehicle
which measures your responsiveness and include this as one of
your Image MBO's.

2. Please review John's note and, if you have not already
done so, prepare an Image Objective as outlined in the note.
Paragraph e suggests that the results of the monthly team
examinations be compiled into an annual report to the D/L.

3. May I please have your response by Wednesday, 5 February,
so that I can provide John with a followup to his note?

STAT

cc: DD/L
C/HOME/OL
C/SD/OL



OL/MS
85W/70



MEMORANDUM FOR:

EDIE :

IS THIS THE PAPER YOU'VE
LOOKING FOR? I SEARCHED
MY FILE AND FOUND AN
EXTRA COPY. (1 RE PG
OF YOUR NOTES FM DL RE
MBO'S 1/17/86)

Date

1/22/86

12 November 1985

NOTE FOR: Chief, HOME
Chief, PD
Chief, SD
Chief, RECD

STAT FROM:
Deputy Director of Logistics
SUBJECT: Image Objectives

While I recognize that we do not have sufficient manpower to cover all aspects of support to our customers, I wonder if it would be profitable for each of you to institute a formal quality control vehicle which measures your responsiveness. My suggestion would be to include this as one of your Image MBO's. It could go something like this:

- a. Appoint several individuals to serve as a quality control team.
- b. The team randomly selects completed actions on a monthly basis to determine responsiveness from start of project/activity/request to completion (i.e., HOME/renovation; PD/procurement action; RECD/real estate acquisition; SD/an IDSB action, etc., etc., etc.)
- c. The team contacts the customer to obtain his/her views of support/services rendered.
- d. The team reports to you on lessons learned and provides suggestions for improved services based on its findings.
- e. These monthly examinations are compiled into an annual report to the D/L.

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cc: [REDACTED]

